

Service-Level Agreement

Between: APHIS Technical Assistance Center (ATAC) and Wildlife Services Western Region Customer Service Representative

Basic Scope of Agreement: Support for Wildlife Services - Western Region:
WRO, AK, AZ, CA, CO, GU, HI, ID, KS, MT, NE, NV, NM,
ND, OK, OR, SD, TX, WA, WY

For: January 1, 2001 through January 1, 2002

I. Services to Be Provided by

A. ATAC

1. Services:

Perform first-level support for APHIS Standard Software Applications, to include:

- ① Creation, modification and re-certification of Lotus Notes Ids
- ① Modification of Lotus Notes e-mail groups
- ① Support and access for Remote LAN Dial-up (RLD)
- ① Support and access for client access to Lotus Notes version 4.6.2
- ① Support for Lotus Suite applications
- ① Support and access to Agency wide software applications, to include:
FFIS, PCMS, PC-Tare, etc.

When a call is received from Wildlife Services Personnel according to the SCOPE outlined above, the following procedures will need to be followed:

- ① Initiate an incident ticket
- ① The first of each week, ATAC will generate a report for the Regional Computer Specialist showing which WS customers contacted ATAC, the incident number, and the category of problems reported. If he needs additional information, he can access the GWI database and retrieve the incident ticket in question.

2. Hours of Operation

Regular Business Hours:

7:00 a.m. EST to 7:00 p.m. EST, Monday - Friday (non-holiday)

After hours, calls will be logged through voice mail or ATAC Mail-In Incident Database on or before the next business day.

3. Service Access

ATAC is accessible via:

Phone - Call 1-877-94ITHLP (1-877-944-8457)

E-mail - Send a message to **ATAC@aphis.usda.gov**

B. Wildlife Services

1. Services

Support APHIS Standard Software Applications

Support hardware / software upgrades

Support peripherals

Support WAN / LAN Locations for WS Western / Part of Central Region

2. Hours of Operations

8:00 a.m. MST to 4:30 p.m. MST Monday - Friday (non-holiday)

3. Service Access

Wildlife Services Computer Specialist is accessible via:

WS Computer Specialist Phone Number: 303-969-6565 ext. 225

WS Computer Specialist E-mail: **rmaestas@aphis.usda.gov**

II. Customer Responsibilities

Use the specified procedures, phone numbers, or E-mail addresses to get support.

III. Call Priorities and Response Times

<u>Priority</u>	<u>Impact</u>	<u>Response</u>	<u>Resolution</u>
Emergency	Critical Component Down	30 Minutes	1 Hour
High	Critical Component Degraded	3 Hours	4 Hours
Medium	Non Critical Component	8 Hours	12 Hours
Low	Other request, question	16 Hours	24 Hours

Resolution will be identified as the steps the technician has taken to either close the incident ticket or requested assistance in closing the ticket (i.e. Ordered a new piece of hardware/software, contacted Lotus Notes or SmartSuite, etc.)

IV. Service Measures to Be Met

A. By ATAC:

First-level call resolution - 75 percent or greater

B. By Western Region Wildlife Services Customer Service:

First-level call resolution - 75 percent or greater

V. Escalation Procedures

Level	Initiate When	Call	Phone/Pager
1	Agreed upon response time Not Met	ATAC Manager	(970) 490-8068
2	No Response two hours After Level 1 escalation	Robert Maestas	(303) 969-6565 Ext 225
3	No Response three hours After Level 2 escalation	Robert Maestas	(303) 969-6565 Ext 225